

Violations by Verizon DSL regarding fraudulently misrepresenting DSL service, not limited to, access, installation, willingly and knowingly providing the consumer with installation software that "can cause irreparable harm to the consumer's personal computer upon uninstallation" (quoted by Verizon DSL Customer Support representative directly), supervisors in attempt to resolve problems suggesting procedures that irreparably damage the consumer's personal computer (upon asking for supervisor name to verify then supervisor retracting resolution), non-resolution of all problems knowingly created by same.